

Leveraging Volunteer Power

for Mentoring in ICAPS Model 2

Who are we?

Refugee & Immigrant Community Services,
A division of Heartland Alliance

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Agenda

- ❑ What is Heartland's Model 2 ICAPS/IET?
- ❑ Leveraging strengths and embracing challenges
- ❑ Volunteer mentoring initiative

Our ICAPS/IET

Students in Heartland's ICAPS/IET can choose from 3 specializations:

- Medical Interpreting
- Child Daycare Specialist
- Microsoft Office Specialist

Who are our students?

Our ICAPS/IET targets:

- Advanced ESL learners age 18 or older and lives in Illinois
 - Prerequisite: a high school diploma or (foreign) equivalent
 - Scores 472 + on TABE 11/12 -R
 - Has access to a computer and internet (we lend devices!)
 - Is able to attend all classes
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ICAPS/IET Daily routine

- Class meets online for 2 hours each day
 - Students from all 3 specializations work together
 - Live class : ESL instruction & workforce preparedness as a whole class or smaller “breakout” groups
 - Daily homework
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Workforce Preparation

- Complete online interests assessments
 - Research jobs related to your interests
 - Identify barriers and create a plan of action to address difficulties
 - Identify a personal goal and create a SMART Goal
 - Create/improve your resume
 - Write an “elevator pitch”
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Workforce Training

- Students meet online with instructors
 - Private sector instructor partners
 - Students do workforce training only with other students in same specialization
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Contextualized Instruction (ESL)

- Advanced ESL
- Focus on reading & writing
- Students from all 3 specializations work together in small groups or as whole class with Heartland ESL instructor

Schedule

Classes are 4 days per week, for 22 weeks.

- Monday - Thursday
- Morning classes are from 9 to 11 a.m.
- Evening classes are from 6 to 8 p.m.

Classes are the same. Students choose the schedule that works best for them.

Model 2 : Challenges

- ❑ Limited resources
- ❑ Challenging course material for students, even with screening mechanisms in place

Model 2 : What are our strengths?

- ❖ Flexible scheduling : AM & PM options
- ❖ Strengths-based philosophy of care = students bring a lot to the table!
- ❖ Culture of volunteer support

Problem statement

- ❑ Limited resources and students need:
 - ❑ Accountability coach & growth mindset reminders
 - ❑ Extra motivation in 1-on-1 setting
 - ❑ Networking help

Volunteer Mentoring: Structure

- ❖ Identify professionals whose values are aligned with these needs
- ❖ Provide a job description & recruit
- ❖ Introduce mentors in context (e.g. Job Panel)
- ❖ Suggest matches & provide scheduling autonomy
- ❖ Current ratio: 1:2 Mentor: Student / Goal is 1 : 1

Interested?

Contact us at VELT@heartlandalliance.org

- Heartland ICAPS/IET Info QR Code
- Transitions Appointment QR Code



Questions



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